

FAQ About MiCare

Can anyone else see the information on my MiCare Account?

Your Medical Home team has access to your Personnel Health Record (PHR) in MiCare. You are able to upload medical information, send or receive documents through "Secure Messaging." Creating a permanent PHR, available to you anywhere you have internet access, including your smart phone.

I see more than one Provider; do I need a separate MiCare account for each provider?

With your MiCare account, you can affiliate as a patient with any provider using the MiCare system anywhere you go. MiCare provides "Secure Messaging" between your PCM, other providers, and yourself.

When will my Medical Home send me the e-Mail with the registration Link?

To assure patient privacy your Medical Home will need to verify your identity in person and obtain a personnel email address. It's preferable to use an eMail address you'll not need to change, but if you do need to change it, you can easily change it in your MiCare account.

If I have problems with my MiCare account, how can I get help?

MiCare is powered by RelayHealth who provide 24/7 customer support online support@relayhealth.com or over the phone 1-866-RELAYME (1-866-735-2963).

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How long before I can use MiCare?

You will receive an eMail from your Medical Home containing a link to the RelayHealth website. Click the link, verify your date of birth, pick your user ID, password, and security questions. You are fully registered and able to use your MiCare account. Children will require their Medical Home to accept them after you enroll a child to your MiCare account.

Can I register my whole family under one e-Mail address?

HIPPA-compliant and to ensuring patient privacy, each family member over the age of 18 must enroll with their own personnel e-mail address. Children under 18 are affiliated with their PCM "On Behalf of..." their parent's MiCare account.

When can I register my children in MiCare?

You can register your family members into your MiCare account the first time you register. ((You will be able to register without it but having the PCM's name will expedite affiliating your a children with their Medical Home.))

Will our children be enrolled to both parents' MiCare Accounts?

Children need to be affiliated to one parents' MiCare account.

"Welcome to MiCare"

The Secure way to communicate with your Medical Home plus so much more!



MiCare uses RelayHealth, which is a completely secure and HIPAA-compliant web-based portal. Encryption technology and a stringent privacy policy protect your personal information more securely than either the telephone or regular email. Your information is only accessible by you and your Medical Home team.

MiCare Will Allow You To:

Consult with your Medical Home regarding non-urgent health matters at your convenience by "Secure Messaging".

Avoid unnecessary office visits and telephone calls:

**Request prescription renewals
Receive test and laboratory results
Request appointments and referrals**

Get guidance from your Medical Home by "Secure Message" while **always having online access to "Your" healthcare information.**

After obtaining your personnel e-Mail address: Your Medical Home team will send you an email link to complete your MiCare account registration.

Please take the time to complete the account registration and learn how much more "Secure Messaging" and MiCare has to offer.



How Do I register in MiCare?

Your Medical Home needs to obtain your personal e-Mail and verify your identity in person. Your Medical Home will send you an e-Mail with the Registration Link.

After Clicking the Link, you will be connected to the Relayhealth website and asked to verify your date of birth in order to complete the registration.

On the next screen you will need to Change the randomly generated "User ID". Create and verify your new password and Select your personnel "Security Questions" just like a bank or other secure accounts.

Click "I agree to Terms of Use" and click Next to complete your Registration. You do not need to fill out the Benefits information.

How do I enroll my Children In My MiCare account?

If you have already registered, use the "Your Doctors" tab and "Add a Family Member to this account".

If this is the First time you are completing your MiCare account Registration select the "Take Me to My Home Page".

From your MiCare Home Tab select "Add a Family Member."

Complete the required "" information and click "Save." You do not need to complete the "Health Insurance and Guarantor Information."*

After clicking "Save" you can add other Children to your MiCare account. Once you have entered all of your children, click "I'm Finished Adding Patients"

From the "Link Patient to Doctors" tab, select the child you wish to affiliate with their Medical Home.

*"Because your Medical Home sent you the registration invitation on-behalf of your PCM you **"will not"** need to select a provider for yourself."*

Enter the Name of your Child's PCM by Clicking "Search."

Find the Provider's name in the dropdown list and click: "Select this doctor" link

Once you have selected a doctor for all of your children, click the "I'm Finished Adding doctors."

You will receive a notification in your e-Mail within 3 business days stating there is a Secure Message on your MiCare account. Log-in to your MiCare account to see the message stating your child has been affiliated with his or her PCM and Medical Home.

You are able to contact your Medical Home the first time you register

